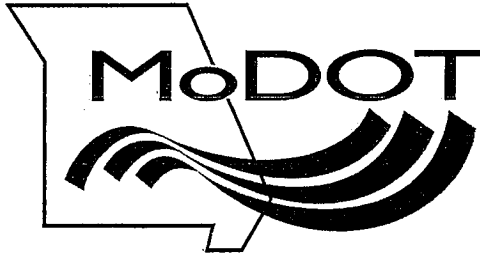


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2007 Missouri Quality Award Winner

ADDENDUM 003
Request For Proposal
Statewide Rural Transit Intelligent Transportation Systems
Deployment
RFP 6-081023

Offerors should acknowledge receipt of Addendum 003 (THREE) by signing and including it with the original proposal. Accordingly, the following clarifications, questions and answers are believed to be of general interest to all potential Offerors. All other terms and conditions remain unchanged and in full force.

Name and Title of Signer (Print or type)	Name and Title of Department Authority Leann Kottwitz Senior General Services Specialist
Contractor/Offeror Signature	Department of Transportation 
(Signature of person authorized to sign)	(Authorizing Signature)
Date Signed:	Date Signed: 10/15/08

PLEASE NOTE: THE OFFEROR MUST SUBMIT AN ELECTRONIC FORMAT OF THEIR PROPOSAL ALONG WITH THE REQUIRED HARD COPIES.

Pre-proposal Conference Call questions and answers from September 17, 2008:

Question #1: Could the contracts issued by OATS, SMTS and CGCTA/SEMO be awarded to three different vendors?

Answer #1: No, the procurement selection team will select the highest rated proposal. OATS, SMTS and CGCTA/SEMO would then be limited to awarding to that selected proposer.

Question #2: With regards to the specified taximeters for CGCTA, will those vehicles be used in actual taxi service? There may be limitations on what can be viewed on the display for a vehicle in actual taxi service.

Answer #2: The taximeter is not a stand-alone device, but a menu/function within the specified mobile data terminal (MDT). CGCTA uses the taximeter functionality for zone and distance based fares.

Question #3: With respect to the St. Louis METRO and OATS interface, who will produce the export file?

Answer #3: This interface issue is described in general terms on page 4 and in more detail later in the functional specifications. OATS and St. Louis METRO will work with Trapeze to provide access to tables / data directories for export. The new vendor selected by this procurement will create the interface.

Question #4: Will there be a single MDT on the OATS St. Louis vehicles merging the functions of Trapeze and the successful vendor?

Answer #4: The desire is to have one MDT on those OATS vehicles in St. Louis that pull data off the St. Louis METRO Trapeze/PASS system.

Question #5: Section 6.1 of the functional specifications discusses the MAS 90 accounting system integration for OATS. How will this be approached?

Answer #5: That interface is fundamentally described in Section 6.1. OATS would provide full information that is available as well as table. For a greater detailed answer, please submit a question in writing and there will be a check to see what is available.

Question #6: Is the signature capture provision only for Medicaid?

Answer #6: No, the signature capture provision is also for the Area Agencies (on Aging) in addition to Medicaid trips. The signature capture provision is an option that is being pursued in case the transit agencies are unsuccessful in moving the program sponsoring agencies to other methods, such as smart cards.

Question #7: Are there no cameras in the system?

Answer #7: There are not many cameras and not digital recording, but the event recorder does have a single camera.

All other questions and answers submitted:

Question #1: Please provide complete details (make, model and year) of all vehicles that will have equipment installed on them.

Answer #1: For OATS: 2003-2008 Ford 350's, 2006-2008 Uplanders, 2000-2003 Dodge Ram 3500's

For SMTS, see attached Exhibit A.

Question #2: Requirements referenced as #848 and #849 make reference to documentation needed for both paratransit and fixed route. Please confirm the total number of User Manuals and Vehicle Operator manuals required.

Answer #2: For OATS: Ref #848 – One for each Region (8 total). Ref#849 – One for each vehicle. For SMTS: User Manuals – 25, Operation Manuals - 120

Question #3: Please provide estimates for the number of vehicle operators that need to be trained. Will it be acceptable to deliver training in a Train-the-Trainer format?

Answer #3: As indicated in the specifications, a train the trainer approach is required for vehicle operators. OATS requires that trainers be trained in each of its 8 regions.

Question #4: Are MoDOT maintenance personnel to be trained on the installation and maintenance of the in-vehicle equipment? If so, how many individuals will require training?

Answer #4: No MoDOT personnel will need to receive training. However, as indicated in the specifications maintenance staff at participating agencies will require training.

Question #5: If the Contractor is to provide installation services, please provide contact information for the company that currently supports and/or provides maintenance for the existing in-vehicle equipment (i.e. radios).

Answer #5: This information will be provided to the selected vendor. For OATS, there are generally not more than two support vendors in each region for the existing radio equipment.

Question #6: During what specific hours will vehicles be available for overnight installation? Will any vehicles be available during daytime hours or on weekends?

Answer #6: As indicated in the specifications, the participating agencies may require evening and weekend work, and there are various other requirements related to the availability of the fleet vehicles for installations. In general, the vehicles are expected to be most available for evening/weekends with some availability during weekdays on a planned basis.

Question #7: Will the fare payment system be all smartcard or will cash/credit card be accepted as well? How does the existing payment system operate?

Answer #7: There is no existing automated fare payment system. The requirements are as stated in the specifications.

Question #8: Regarding communications, what type of alternative to commercial cellular would be considered? Will use of an existing or future state owned communications network be allowable?

Answer #8: Any alternative to commercial cellular mobile data communications would need to be an alternative that the proposer would need to be able to take responsibility for making available for use by this system.

Question #9: If requested, will an exclusion of consequential damages clause be included in the contract?

Answer #9: When forming the individual agreements, the participating agencies will negotiate the specific contract language with the preferred vendor.

Question #10: Installation Specific

It is desired by non-OATS partners to become an offshoot of OATS system. Which of these is true in this context:

- a. treat SMTS, GCCTA and SEMO as additional regions for OATS?
- b. Use Web based interface into systems hosted by OATS?
- c. Use Web Based Interface or Citrix interface to the entire system hosted by HBSS

Answer #10: Option a would not be of interest, but options like b and c are of interest for consideration

Question #11: What level of API/Interface/Support is available for Mas90 software?

Answer #11: Mas90 has an import/export module that can accommodate this data, likely using comma-delimited text files.

Question #12: Exhibit E reference #413 Specifies that it will not interfere with future equipment. It is not possible to know what future equipment might be. Could you clarify this statement?

Answer #12: Requirements that reference future equipment are inherently limited to future equipment that is being installed within this overall project but later than the subject equipment of the requirement.

Question #13: MDT and Scheduling System

Is a portable MDT an option that OATS/SMTS/GCCTA/SEMO might consider? Since that will greatly reduce the cost and labor involved in installation as well as reduce the overall cost. Most importantly it will allow drivers to take the MDTs and get electronic signatures and not require a

separate pod, as well take it back to the base/home for storage - so no theft or adverse climate issues.

Answer #13: Acceptance commitments will not be made at this time for potential alternatives. If proposing an alternative, be sure to clearly state modified requirement language that you are willing to fully comply with where needed.

Question #14: Would the agency consider a dash mounted GPS receiver as an alternative to outside GPS antenna?

Answer #14: Acceptance commitments will not be made at this time for potential alternatives. If proposing an alternative, be sure to clearly state modified requirement language that you are willing to fully comply with where needed.

Question #15: Logon is associated with driver verification. What is the significance of entering odometer reading for the purpose of driver verification?

Answer #15: Odometer is gathered at the same time as driver verification data, but is not used for driver verification.

Question #16: What is block number in the data being sent from the MDT on a regular basis (section 5.2.2.2)

Answer #16: Block # is the work being done by the vehicle for the day.

Question #17: MDT Alarm reporting (section 5.2.2.8). How does an agency categorize an 'alarm' situation to be reported via an MDT

Answer #17: The proposal should indicate what alarm data can be generated by the proposed MDT.

Question #18: Taxi Meter (Section 5.2.2.9). We shall build this capability but do not have it installed anywhere. Will that be a disbarment?

Answer #18: Acceptance commitments will not be made at this time for potential alternatives. If proposing an alternative, be sure to clearly state modified requirement language that you are willing to fully comply with where needed.

Question #19: Standing Order Trip entry (Section 6.5). We don't have option '4th of every month' but will build. Will that be acceptable?

Answer #19: Acceptance commitments will not be made at this time for potential alternatives. If proposing an alternative, be sure to clearly state modified requirement language that you are willing to fully comply with where needed.

Question #20: Group Trip Bookings (section 6.5). Is the order in which people are

picked/dropped from the group a requirement?

Answer #20: The requirements are as stated in the specifications. Proposers are encouraged to highlight any additional capabilities their system may offer.

Question #21: Personal care attendant Names (section 6.5). Needs to be added. Will that be acceptable?

Answer #21: Acceptance commitments will not be made at this time for potential alternatives. If proposing an alternative, be sure to clearly state modified requirement language that you are willing to fully comply with where needed.

Question #22: Section 6.6. Trip Priorities are configured at the time of deployment. Is that acceptable?

Answer #22: Acceptance commitments will not be made at this time for potential alternatives. If proposing an alternative, be sure to clearly state modified requirement language that you are willing to fully comply with where needed.

Question #23: Section 6.12. Our system sends all changed data to the manifest and does not allow dispatchers to configure how much data has to be sent? Is that acceptable?

Answer #23: Acceptance commitments will not be made at this time for potential alternatives. If proposing an alternative, be sure to clearly state modified requirement language that you are willing to fully comply with where needed.

Question #24: Section 6.17 (Alarm handling). Is it required that the alarms be displayed in a table separate from other text messages, or will color-coding of alarms within a single text-messaging screen be acceptable?

Answer #24: Acceptance commitments will not be made at this time for potential alternatives. If proposing an alternative, be sure to clearly state modified requirement language that you are willing to fully comply with where needed.

Question #25: Section 6.18 (Reports). NTD reports also have a 'survey' component in them. How is that survey information planned to be brought into the system?

Answer #25: The requirements are as stated in the specifications. Proposers are encouraged to highlight any additional capabilities their system may offer. The detailed design specifics will be resolved during the implementation as part of the design review process.

Question #26: Will a device operating range of -30C to +60C acceptable, since some places it is mentioned 65C some places it is 60C?

Answer #27: Acceptance commitments will not be made at this time for potential alternatives. If

proposing an alternative, be sure to clearly state modified requirement language that you are willing to fully comply with where needed.

Question #28: Maintenance Management System (MMS)

Is it desired that the MMS system fully integrates with the Scheduling system?

Answer #28: The requirements are as stated in the specifications. Proposers are encouraged to highlight any additional capabilities their system may offer.

Question #29: Is it desired that the MMS system may be integrated with the IVR/Web system in the future, so dispatchers can obtain 'vehicle' health information without looking for a mechanic?

Answer #29: The requirements are as stated in the specifications. Proposers are encouraged to highlight any additional capabilities their system may offer.

Question #30: Event Data Recorders

Will the agencies consider for the camera to be dash mounted - it is a new trend now?

Answer #30: Acceptance commitments will not be made at this time for potential alternatives. If proposing an alternative, be sure to clearly state modified requirement language that you are willing to fully comply with where needed.

Question #31: IVR Systems

OATS is the only agency that has requested IVR and they have only requested Trip Confirmation and Cancellation, and Auto dial out for trip reminders day before and as vehicle approaches. Who is requesting Automated Trip Reservation (Section 11.1.3)? In case MoDOT is still interested in this feature, we have some questions:

- a. What format does the agency require the date field to spoken by the user (e.g. Month-DD-YYYY)?
- b. What format does the agency require the time field to spoken by the user (e.g. military or AMPM)?
- c. What options does the agency require the address data to spoken by the user?
 - say or spell the name of the street
 - select from a list of streets offered by the system on phone
 - say or spell the name of intersection street names, or
 - select from a list of intersecting streets offered by the system on phone
 - say or spell the name of the landmarks, or
 - select from a list of landmarks.
- d. How does the agency plan to request the following from the user:
 - mobility needs,
 - escorts/PCA information. In case of PCA - how should the user specify the name of the PCA.
- e. How does the agency plan to handle eligibility expiration dialog?
- f. After accepting an address, if the user has specified an address that is not geocodable, what is the expected dialog?

- g. How does the agency expect to request information for the 'return' leg trip?
- h. How does the agency expect to request information for the '3rd' or the '4th' leg if it is a multi-leg trip?
- i. How does the agency expect the user to speak standing order information, specifically
 - days of week, features such as 2nd wed of the month, each tues, every 4th of the month etc.
 - specify different 'timing' for pickup and drop off and return for different days of the week.

Answer #31: The information in section 2 is only an overview. The specific requirements for the IVR interface are indicated in section 11. Proposers are encouraged to highlight any additional capabilities their system may offer. The detailed design specifics will be resolved during the implementation as part of the design review process.

Question #32: OATS is the only agency that has requested IVR and they have only requested Trip Confirmation and Cancellation, and Auto dial out for trip reminders day before and as vehicle approaches. Who is requesting Smart Card Interface (Section 11.1.6)? In case MoDOT is still interested in this feature, we have some questions:

- a. What format is the agency expecting the user to speak the following:
 - card holder name
 - expiration date.
- b. Is zipcode required to be provided in MO, when using credit cards?

Answer #32: The information in section 2 is only an overview. The specific requirements for the IVR interface are indicated in section 11. Proposers are encouraged to highlight any additional capabilities their system may offer. The detailed design specifics will be resolved during the implementation as part of the design review process.

Question #33: How much time does the agency expect the user to spend on the phone to:

- book a trip?
- specify credit card information?

Answer #33: The information in section 2 is only an overview. The specific requirements for the IVR interface are indicated in section 11. Proposers are encouraged to highlight any additional capabilities their system may offer. The detailed design specifics will be resolved during the implementation as part of the design review process.

Question #34: It is stated that OATS requires one centralized IVR system that is backed by a customer service center. We have some clarifications regarding this setting.

- a. will the customer service have access to databases, scheduling software for all 8 sites to answer questions? or will they be a simply an answering service?
- b. will the IVR have to 'connect' to all 8 phone systems, since phone systems at each site are specified, or will it suffice to forward the calls to each of the phone systems automatically?
- c. Will the IVR tap into the 'vehicle' tracking information from all 8 regions, by

connecting to each sites data base or a centralized vehicle tracking db need be created near the IVR server?

d. what is the expected response time for the IVR system when fetching data?

Answer #34: The information in section 2 is only an overview. The specific requirements for the IVR interface are indicated in section 11. Proposers are encouraged to highlight any additional capabilities their system may offer. The detailed design specifics will be resolved during the implementation as part of the design review process.

Question #35: HIPAA related: What security measures does the agency expect the user to adhere to when speaking out the password on phone (especially if they are calling from the doctor's office inquiring about their ride)?

Answer #35: The information in section 2 is only an overview. The specific requirements for the IVR interface are indicated in section 11. Proposers are encouraged to highlight any additional capabilities their system may offer. The detailed design specifics will be resolved during the implementation as part of the design review process.

Question #36: Exhibit E reference 530 through 559. A list of existing of equipment how to be compliant with list of equipment specifically 549. Is the agency requesting that we replace all of the phone systems as part of the proposal? Please clarify how we become compliant with existing phones, unless of course if each of the phone system has an open interface to integrate with the IVR system. Or is it desired that the IVR system is standalone system that merely forwards the calls to the site phones?

Answer #36: Section 11.1.1 on the existing telephone systems is provided for information only. Proposers are free to incorporate this infrastructure in their proposed solution as they see fit, to address the requirements.

Question #37: Web Interface

Section 12.2.3 Trip booking. If the user clicks on a location where there is no street Address - what should the system respond with?

Answer #37: The requirements are as stated in the specifications. Proposers are encouraged to highlight any additional capabilities their system may offer. The detailed design specifics will be resolved during the implementation as part of the design review process.

Question #38: Section 12.3 Smart Card Updates. Does MoDOT envisage clients walking up to a transit center and offering cash to update the SmartCard. If yes, does the agency the 'cash' value to be recognized separately?

Answer #39: The requirements address only the web interface for smart card revaluing using a credit card.

Question #40: For the OATS web based system integration with the regional systems; we have some clarifications to seek:

- a. will the Web interface be centralized and back ended into all 8 systems,
- b. or there will be 8 different web based interfaces, one for each site?

Answer #40: The requirements are as stated in the specifications. Proposers are encouraged to highlight any additional capabilities their system may offer. The detailed design specifics will be resolved during the implementation as part of the design review process.

Question #41: Regarding email interchange with the client. What consideration is required vis-a-vis HIPAA regulations for exchanging data via email?

Answer #41: The requirements are as stated in the specifications. Proposers are encouraged to highlight any additional capabilities their system may offer. The detailed design specifics will be resolved during the implementation as part of the design review process.

Question #42: We have 'Load' and 'Save' button that exhibit the behavior of RESET and SUBMIT - will that be okay?

Answer #42: Acceptance commitments will not be made at this time for potential alternatives. If proposing an alternative, be sure to clearly state modified requirement language that you are willing to fully comply with where needed.

Question #43: Who will be the web administrator? The Vendor or the Agency?

Answer #43: The participating agencies expect to administer their own websites, but would consider discussing vendor management alternatives with the selected vendor.

Question #44: Smart card updates via the web, what security training will the agencies provide to the riders who provide their credit card information on the web (w.r.t. not using it in public places etc.)

Answer #44: The requirements are as stated in the specifications. Proposers are encouraged to highlight any additional capabilities their system may offer. The detailed design specifics will be resolved during the implementation as part of the design review process.

Question #45: Project Management:

Where can we find the MoDOT Project Management standards documents?

Answer #45: The project management requirements are as defined in the specifications. Any additional specific project management standards (e.g., format/content required for specific submissions) will be as defined during the contract execution.

Question #46: Onsite visits. During hardware deployment, will it be possible for vendor staff to work through weekends (if multiple weeks are required for a visit)? Will the agency provide access to facilities after hours and on weekends?

Answer #47: OATS and SMTS are willing to provide accessibility to its premises for weekend

installation work.

Question #48: Will the agencies consider that the vendor hire the agency's mechanics and pay them to install the equipment after training them?

Answer #48: Acceptance commitments will not be made at this time for potential alternatives. If proposing an alternative, be sure to clearly state modified requirement language that you are willing to fully comply with where needed.

Question #49: Will the agency be able to plan deployment calendar over several weeks and attempt to keep it, given the large number of units?

Answer #49: The requirements related to vendor development of a schedule in the SIP for each participating that is then mutually agreed on with the agency is indicated in the requirements.

Question #50: Acceptance Document
Can this be provided in Microsoft Excel?

Answer #50: The system acceptance documentation, tracking which requirements are considered fully demonstrated, will be managed directly by the participating agency – based on the acceptance test results.

Question #51: Warranty
Since different agencies will deploy at different times, there will be a slew of warranties running terminating on different dates. Will the agencies consider a separate warranty for each agency?

Answer #51: Since each agency will have a separate implementation contract, each will have a separate warranty.

Question #52: Repair or Replacement of Faulty Components
Will the agencies consider insuring the packages during shipping?

Answer #52: Acceptance commitments will not be made at this time for potential alternatives. If proposing an alternative, be sure to clearly state modified requirement language that you are willing to fully comply with where needed.

Question #53: How will the agencies and vendor reconcile any identification of abuse?

Answer #53: Acceptance commitments will not be made at this time for potential alternatives. If proposing an alternative, be sure to clearly state modified requirement language that you are willing to fully comply with where needed.

Question #54: Item 151: The current design asks for individual database/application instances at each operating location with a centralized back-up system at the main office.

Traditional regional deployments have been implemented with a centralized IT infrastructure (database, application server's, etc) with remote access granted to each operating site. Each operating site would have access only to their applicable data (e.g. employee's, runs, etc). However, capabilities such as para-to-para transfers would exist. Reports from the main office could be run across all agencies if desired. The back-up system would then back-up the main infrastructure. We have found this approach the most cost effective from implementation to general support.

Can you confirm if this solution also meets your requirements?

Answer #54: Acceptance commitments will not be made at this time for potential alternatives. If proposing an alternative, be sure to clearly state modified requirement language that you are willing to fully comply with where needed

Question #55: Can you confirm the average number of paratransit trips performed by each applicable agency?

Answer #55: OATS: Currently approximately 1,524,000
SMTS – approximately 115,500

Question #56: Can you outline the training requirements (number of people to be trained) in the following areas for each agency:

a) management

Answer #56, a): OATS: roughly 1 at each region (8 regions)
SMTS: 10

b) reservations

Answer #56, b): OATS: roughly 2 at each region (8 regions)
SMTS: 10-15

c) scheduling/dispatch

Answer #56, c): OATS: roughly 2 at each region (8 regions)
SMTS: 10

Question #57: Can you detail the hours of operation for each site?

Answer #57: OATS: Generally 6:30a.m. to 6:00p.m. M-F. Occasionally 4:30a.m. to 11:00p.m. Occasionally one service can end the next day.

Question #58: Item 529/648: Please explain further.

Answer #58: As stated, proposers should indicate how their system will be compliant. It is

anticipated that experienced vendors will be familiar with these requirements.

Question #59: Item 145 – 148: Requirements outline the ability to interface to payroll to support payroll and attendance. Do you require the proposed system to:

- a. Capture absences
- b. Payment rules based on union contract (overtime pay, training pay, etc)
- c. Or would a report highlighting simply the hours worked be sufficient?

The main inquiry on this question relates to if OATS is interested in complete workforce management application which handles bid process, operator assignments, and timekeeping automation which requires a specific module or an export report with hours performed by operator.

Answer #59: There are timekeeping-related requirements for the paratransit software and its integration with the existing accounting software (#145-148).

OATS offers the following additional clarification on how they feel this functionality might be implemented, which would be finalized as part of the design review process with the selected vendor:

OATS wishes to have the ability to capture time from the MDT from driver logon/logoff. This time would be pushed to the software from the MDT. OATS would then have the ability to view these times that were captured at the MDT level, make changes to them, add other times to the employee relating to other levels of service (such as different pay scale relating to CDL licenses), and add/change other employees such as office help. This information would be input at the regional level then after finalization at head office the information would be exported to MAS90 to produce payroll updates.

Question #60: Table 1 on page 6 lists “Timekeeping Software” as a deliverable in phase 1; however, there is not a corresponding section to describe the desired functionality of the “Timekeeping Software”. Is it intended that the paratransit scheduling software will meet the “Timekeeping” requirements? Or, is it intended that the paratransit scheduling software should integrate to a separate solution?

Answer #60: There is no separate timekeeping software, but there are timekeeping-related requirements for the paratransit software and its integration with the existing accounting software (#145-148).

OATS offers the following additional clarification on how they feel this functionality might be implemented, which would be finalized as part of the design review process with the selected vendor:

OATS wishes to have the ability to capture time from the MDT from driver logon/logoff. This time would be pushed to the software from the MDT. OATS would then have the ability to view

these times that were captured at the MDT level, make changes to them, add other times to the employee relating to other levels of service (such as different pay scale relating to CDL licenses), and add/change other employees such as office help. This information would be input at the regional level then after finalization at head office the information would be exported to MAS90 to produce payroll updates.

Question #61: Does table 2 on page 6 include spare units or is it strictly the number of MDT's that are to be installed at each participating agency?

Answer #61: This table provides an overview of the scale of the system. Please refer to the price proposal tables for equipment quantities.

Question #62: Table 2 on page 6 is very helpful. However, we would like to request the information below. In addition to SMTS, CGCTA and SEMO, please also provide the information below for each OATS region.

- a. For each agency deploying CAD / AVL software (this should be all participating agencies) please provide the following:
 - i. Number of named users (unique individuals)

Answer #62: OATS: approximately 7 at each region (8 regions)

- ii. Number of concurrent users

Answer #62: OATS: approximately 5 at each region (8 regions)

- iii. Number of workstations

Answer #62: New workstation quantities are as defined in the price proposal tables.

- iv. Number of remote workstations

Answer #62: There are requirements (#141 and 151) for remote "thin client" access from existing workstations to the software installed on new workstations, and (for OATS only) for remote access as a backup from any new or existing workstation in any region to the Mid-MO region workstation.

- v. Number of remote users

Answer #62: OATS: approximately 3

- vi. Total number of vehicles in fleet

Answer #62: OATS: approximately 650

- vii. Average number of active vehicles

Answer #62: This is not tracked.

viii. Total number of vehicles to be installed with MDT's

Answer #62: Installed vehicle quantities are as defined in the price proposal tables.

ix. Number of Counties in which vehicles may perform service

Answer #62: OATS operates in 87 counties.

b. For each agency deploying Maintenance Mgt. Software (all 8 OATS regions, SMTS, and SEMO) please provide the following:

i. Number of named users (unique individuals)

Answer #62: OATS: Approximately 2

SMTS: 5-10

ii. Number of concurrent users

Answer #62: This is limited to the number of installed new workstations.

iii. Number of workstations

Answer #62: New workstation quantities are as defined in the price proposal tables.

iv. Number of remote workstations

Answer #62: There is no requirement for remote access to these workstations.

c. For each agency deploying Driver Event Recorder (7 of 8 OATS regions and SEMO) please provide the following:

i. Number of named users (unique individuals)

Answer #62: OATS: Approximately 2

ii. Number of concurrent users

Answer #62: This is limited to the number of installed new workstations.

iii. Number of workstations

Answer #62: New workstation quantities are as defined in the price proposal tables.

iv. Number of remote workstations

Answer #62: There is no requirement for remote access to these workstations.

Question #63: Section 3 – General – Per the RFP, the vendor is responsible for quoting all computer hardware and is responsible for the installation of the hardware. However, the agencies reserve the right to purchase the hardware commercially. If the agencies elect to purchase computer hardware commercially, will the selected vendor still be responsible for installation? If so, how shall the vendor display the installation costs?

Answer #63: The price proposal provides for quoting installed workstations, including installation/integration by the vendor. If a participating agency opts to consider purchasing the workstation computer hardware themselves, they would at that point request a breakdown of the quoted price between the hardware and installation components.

Question #64: IVR system – 11.1.7 requires the system handle 10,000 calls per day. Does this assume an 8 hour day? If not, please specify the expected maximum call volume per hour.

Answer #64: Assume the OATS call volume is spread over a ten-hour day on average. Assume the SMTS call volume is spread over an eight-hour day on average. However, the distribution of the calls over these periods is not known.

Question #65: In Section 6.1 the RFP requires the vendor to integrate to MAS 90 accounting software.

- d. Does OATS envision an export / import type of integration between the CAD / AVL solution and MAS 90?

Answer #65: Yes

- e. Can OATS provide the file formats that MAS 90 will accept?

Answer#65: Yes

- f. Is MAS 90 ODBC compliant?

Answer#65: Not at this time, but could change to be SQL compliant in the future.

- g. If MAS 90 requires additional licensing to complete the integration, who is responsible for its purchase?

Answer#65: OATS

Question #66: For those agencies that perform Medicaid service:

h. Do any of the agencies bill Medicaid for transportation?

Answer #66: OATS, SMTS: Yes

i. If so, is this billing performed electronically?

Answer #66: OATS, SMTS: No

j. If so, in what format are the claims submitted (i.e. ANSI X-12)?

Answer #66: OATS: N/A

Question #67: For those agencies that perform Medicaid service:

k. How do the agencies receive the trip request for Medicaid service?

Answer #67: OATS: Downloads from the broker

SMTS: In the process of downloads from the broker

l. Is an import of Medicaid trips from Medicaid directly or a third party (i.e. a broker) necessary?

Answer #67: OATS, SMTS: Broker download would be imported

m. If an import is necessary, please describe the organization from which trips will be imported and the type of file?

Answer #67: OATS: Comma delimited file

Question #68: Requirement 157 – Please list all of the agencies that will require “service based zones” integrated with their mapping. Please list the number of distinct zones (either fixed routes or fare zones) that are required for each.

Answer #68: The requirement is for all participating agencies to have the ability to define such service-based zones. OATS indicates that it expects to likely only need to create at this point one or two zones in one or two locations.

Question #69: What is the On Time Performance (OTP) of each of the systems in the RFP?

Answer #69: This information is not tracked by the agencies.

Question #70: What is the historical OTP over the last 3 years?

Answer #70: This information is not tracked by the agencies.

Question #71: What is the current rides per hour (RPH)?

Answer #71: For OATS, this is 2.03. SMTS does not currently track this information.

Question #72: What is the RPH over the last 3 years?

Answer #72: For OATS this averages 2.05. SMTS does not currently track this information.

Question #73: Will alternatives to Windows based systems be accepted as long as they run on Windows machines?

Answer #73: Acceptance commitments will not be made at this time. Be sure to clearly state modified requirement language that you are willing to fully comply with where needed.

Question #74: In what system is the current customer information stored?

Answer #74: At OATS, this is stored in SQL. SMTS uses Microsoft Access.

Question #75: Are there any downloads that come from other sources, such as a client download from Medicaid that need to be considered?

Answer #75: Any current data imports are as stated in the requirements, but there is some potential for the system to need to address these in the future although the specifics cannot be defined at this time

Question #76: What is the current daily cancellation rate? Is 15% of total trips scheduled?

Answer #76: This information is not tracked by the agencies

Question #77: What is the current daily no-show rate?

Answer #77: This information is not tracked by the agencies

Question #78: Is trip negotiation allowed with the clients? Does it vary by funding source?

Answer #78: The compliance matrix includes requirements for trip negotiation

Question #79: What is the arrival window for on time performance? Is 5 minutes before and 15 minutes after the pick-up time? Does it vary by funding source?

Answer #79: The compliance matrix includes requirements for configurability of the trip negotiation window.

Question #80: Is a proposer able to bid on just one of the systems or must the same vendor(s) be selected for all of the systems?

Answer #80: A vendor that will address all of the systems is intended, with a single vendor selected for all systems.

Question #81: What is meant by warranty every 6 months - 25% (pg 21)?

Answer #81: The requirement is for a two year warranty period. At six-month milestones within that period, 25% of the warranty amount would be paid.

Question #82: How many complaints per month are tracked? What system tracks the complaints now? Same question for incidents?

Answer #82: OATS and SMTS do not presently track complaints through software, only manually.

Question #83: How many staff members by position are to be trained at each subcontractor? Reservations? Dispatchers? Drivers? Schedulers? Admin staff?

Answer #83: OATS: For each region, training would be needed for roughly 1 management, 2 reservations and 2 scheduling/dispatch

Question #84: Is a train the trainer approach acceptable in the response?

Answer #84: The training requirements indicate training the trainers for operators rather than the operators themselves.

Question #85: Page 5 of exhibit A states that SMTS is considering being a remote user of the software and would consider paying for this. What is meant by that statement, it is unclear as written.

Answer #85: This refers to being willing to consider potential options that involve remote access to a system owned by another party as opposed to owning their own and system, and acknowledging that such an option would normally involve paying an ongoing fee for such remote access.

Question #86: Table 2 page 6 indicates workstations and sites both. For example, OATS lists 8. Is this the number of sites or workstations? If sites, how many workstations would be needed at each site?

Answer #86: This table provides an overview of the scale of the system. Please refer to the price proposal tables for equipment quantities.

Question #87: From page 7 the statement above. Please elaborate on what types of changes may be expected. If the changes materially affect the software or hardware deployed is the deploying agency and state prepared to pay for these changes? How will changes such as these be handled contractually?

Answer #87: The types of potential changes are not known at this time. Changes that affect equipment quantities or the specification requirements would be addressed through a contract modification process.

Question #88: From page 7, how is the agency system time and date set at each agency?

Answer #88: At OATS, the system time is currently that set on a server at each region.

Question #89: How much of the service at CGCTA provided by taxis?

Answer #89: The CGCTA operation does not use taxis, but there are requirements related to providing CGCTA MDTs with functionality to calculate fare in a manner analogous to a taxi meter based on the distance traveled.

Question #90: Is MySQL with Linux acceptable as long as it runs on a windows based computer?

Answer #90: Acceptance commitments will not be made at this time. Be sure to clearly state modified requirement language that you are willing to fully comply with where needed.

Question #91: Can sample output files from the MAS 90 be provided?

Answer #91: Mas90 has an import/export module that can accommodate this data, likely using comma-delimited text files.

Question #92: What is the data format that agency will provide?

Answer #92: SQL tables

Question #93: Are the requirements the same for each agency for manifests as described on page 29 appendix A

Answer #93: Yes

Question #94: Please provide copies of any rural and urban reports as described on page 31 of Appendix A

Answer #94: It is intended that experienced vendors would be familiar with the required NTS reports for agencies of this nature.

Question #95: What type of modifications through the IVR to the client database are envisioned?

Answer #95: The types of modifications are those stated in the requirement.

Question #96: Would the state consider autocomplete functionality to the above web based requirement? For example, the user would begin typing their address into the system and the system would provide an autocomplete list of addresses or points of interest? (App A pg 57)

Answer #96: Acceptance commitments will not be made at this time. Be sure to clearly state modified requirement language that you are willing to fully comply with where needed.

Question #97: In what order does the state wish that each of these transit systems be implemented? Simultaneously or one at a time?

Answer #97: Each participating agencies would have a separate contract with the selected vendor, and it is anticipated that the implementation contracts would run concurrently.

Question #98: In addition to the section above from Appendix A, pg 64, there is a project milestone payment schedule on page 21 of the RFP, What is the reason for a progress plan that has a 30% final payment upon acceptance when 10% is being held as retainage at each phase of the project?

Answer #98: Any proposed changes to the progress payment milestones should be identified in the proposal, and could be addressed as part of contract negotiations.

Question #99: Compliance matrix, Q 5 related to an irrevocable, perpetual, royalty free license. Isn't this in contradiction with the contract terms of the RFP as outlined on page 4 of the RFP?

Answer #99: No, the RFP refers only to the anticipated duration of the contract through to system acceptance. The referenced provision requires that there be no set time limit on how long the agency can continue to have a license to use the software. The price proposal form provides for the proposer to indicate any applicable annual software licensing cost.

Exhibit A – SMTS Fleet Details

Year	Make	Model
1997	FORD	BUS
1998	DODGE	VAN
1998	DODGE	VAN
1998	DODGE	VAN
1999	FORD	VAN
1999	DODGE	MINIVAN
1999	FORD	BUS
1999	DODGE	VAN
1999	DODGE	VAN
2000	BLUEBIRD	COACH
2000	DODGE	VAN
2000	DODGE	VAN
2000	DODGE	VAN
2001	DODGE	MINIVAN
2001	DODGE	MINIVAN
2001	DODGE	MINIVAN
2001	DODGE	MINIVAN
2001	DODGE	MAXIVAN
2001	FORD	MINIBUS
2002	DODGE	MAXIVAN
2002	DODGE	MAXIVAN
2002	DODGE	MINIVAN
2002	DODGE	VAN
2002	DODGE	VAN
2002	DODGE	VAN
2002	DODGE	VAN
2002	DODGE	VAN
2002	DODGE	LIFT VAN
2002	DODGE	VAN
2002	FORD	MINIBUS
2002	DODGE	VAN
2003	DODGE	MINIVAN
2003	DODGE	MINIVAN
2003	DODGE	MINIVAN
2003	DODGE	MINIVAN
2003	DODGE	MINIVAN
2003	FORD	BUS
2003	CHEVY	VAN
2003	CHEVY	VAN

2003	CHEVY	VAN
2003	CHEVY	VAN
2003	CHEVY	VAN
2004	DODGE	MINIVAN
2004	DODGE	MINIVAN
2004	DODGE	MINIVAN
2004	DODGE	MINIVAN
2004	DODGE	MINIVAN
2005	CHEVY	MINI LIFT VAN
2005	CHEVROLET	MINI LIFT VAN
2005	CHEVROLET	MINI LIFT VAN
2005	CHEVROLET	MINI LIFT VAN
2005	CHEVROLET	MINI LIFT VAN
2005	CHEVROLET	MIN LIFT VAN
2005	CHEVROLET	MINI LIFT VAN
2005	CHEVROLET	MINI LIFT VAN
2005	CHEVROLET	MINI LIFT VAN
2005	CHEVROLET	MINI LIFT VAN
2005	FORD	CUTAWAY
2005	FORD	CUTAWAY
2005	FORD	CUTAWAY
2005	FORD	CUTAWAY
2005	FORD	CUTAWAY
2005	FORD	MINIVAN
2005	FREIGHTLINER	BUS
2005	FRIEGHTLINER	BUS
2006	CHEVROLET	VAN
2006	CHEVROLET	VAN
2006	CHEVROLET	VAN
2006	CHEVROLET	VAN
2006	CHEVROLET	VAN
2006	CHEVROLET	VAN
2006	CHEVROLET	VAN
2006	CHEVROLET	VAN
2006	CHEVROLET	VAN
2006	FORD	MINIVAN
2006	FORD	MINIVAN
2006	FORD	MINIVAN
2006	FORD	MINIVAN
2006	FORD	LIFTVAN

2006	FORD	LIFT VAN
2006	FORD	LIFT VAN
2006	FORD	VAN
2006	FORD	VAN
2006	FORD	VAN
2006	FORD	VAN
2006	FORD	VAN
2006	FORD	VAN
2006	FORD	VAN
2006	FORD	VAN
2006	FORD	VAN
2006	FORD	VAN
2006	FORD	VAN
2006	FORD	VAN
2006	FORD	VAN
2006	FORD	VAN
2006	FORD	VAN
2006	Chevrolet	Van
2006	CHEVROLET	VAN
2006	CHEVROLET	VAN
2006	CHEVROLET	VAN
2006	CHEVROLET	VAN
2006	GMC	BUS
2006	FORD	VAN
2006	FORD	VAN
2006	FORD	VAN
2006	FORD	VAN
2006	FORD	VAN
2006	FORD	VAN
2006	FORD	VAN
2006	FORD	VAN
2006	FORD	VAN
2007	FORD	MINIVAN
2007	FORD	MINIVAN
2007	FORD	MINIVAN
2007	CHEVROLET	UPLANDER
2007	CHEVROLET	UPLANDER
2007	FORD	BUS
2008	CHEVY	UPLANDER
2008	CHEVY	UPLANDER
2008	CHEVY	UPLANDER
2008	CHEVY	UPLANDER

[illegible]